

## INFORMATION SYSTEMS PROFESSIONAL IV (Supervisor)

**Hourly Rate Range: \$29.23 - \$37.05**

**Job Announcement No: 03LW3304**

**OPEN: 4/07/03      CLOSE: 4/30/03**

**WHO MAY APPLY:** This position is open to the general public meeting the requirements of the position.

**WHERE TO APPLY:** Required forms and materials **must** be sent or delivered to: **Human Resources Division 500 4<sup>th</sup> Ave., Room 450, Seattle, WA 98104**. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) **PLEASE NOTE: Applications not received at the location specified above may not be processed.**

**FORMS AND MATERIALS REQUIRED:** The [King County Application](#), Applicant Data Sheet, Self-screening Background Questionnaire, and responses to the Supplemental Questions.

**WORK LOCATION:** King County Courthouse, 516 3<sup>rd</sup> Avenue, Downtown Seattle.

**WORK SCHEDULE:** This position is a full time, 40-hour workweek, Monday through Friday, day shift position. It is not overtime eligible.

**PRIMARY JOB DUTIES INCLUDE:** Supervising the work of King County Sheriff's Office Computer Resource Unit including recommending and/or negotiating the prioritization of work assignments, work plans and products and developing staff performance appraisals. Other duties include:

- Assure and maintain exceptional customer support and act as point of escalation to resolve customer issues.
- Assess and recommend training; provide expert technical training, as necessary
- Act as liaison with vendors and other organizational units.
- Act as liaison between technical and management staff and between various organizational levels.
- Participate and guide in maintenance of complex, critical information systems.
- Develop, recommend, and review guidelines or operational standards.
- Act as technical expert in solving complex problems and assist/instruct subordinates as required.
- Conduct business process improvement analysis.
- Research, evaluate and recommend new software, hardware, and communications technology and products; write and/or review proposals, RFP and/or RFI documentation
- Develop or evaluate purchase requests for technical feasibility. Develop, review or implement service contracts or service level agreements for in-house support services.
- May advise and recommend policies on use of information technology.
- Monitor project/team goals and budget; use project management techniques and methods to prepare project status reports and make presentations to staff managers and above.
- Participate in long range planning and setting of strategic technical direction.
- Coordinate agency participation in enterprise-wide information systems projects.
- Assure compliance with Sheriff's Office and King County Information Services policy.
- Manage KCSO help desk functionality and customer satisfaction expectations
- Support the Sheriff's Office Core Values of Leadership, Integrity, Service and Teamwork.

- **QUALIFICATIONS:** Successful candidates must possess an advanced knowledge of information systems, materials and computer technology principles. They must have demonstrated (with 3 to 5 years of experience) an advanced knowledge and skill in the following technical areas:
  1. Microsoft Windows professional desktop operating systems and applications.
  2. Microsoft NT 4.0 domain administration plus new versions to date.
  3. Various data analysis and recovery methods.
  4. File server and client workstation hardware/software installation and configuration.
  5. Real time network monitoring, troubleshooting, and control systems.
  6. System integration methods and principles, such as Access with Web Services.
  7. Local and wide-area networking systems and troubleshooting techniques.
  8. TCP/IP protocol suite and networking/routing fundamentals.
  9. Information systems security principles and practices.
  10. Technical help desk management

Other required skills and abilities include:

- interpreting and evaluating policies and procedures to work plans and system design.
- recognizing the effects of technological change on current and future information system environments.
- preparation of purchase and technical bid specifications.
- assigning projects, coaching, counseling, and training.
- evaluating performance.
- developing and managing budgets and timelines.
- experience/background in software development or network administration
- previous management experience in technical fields

**NECESSARY SPECIAL REQUIRMENTS:** Per RCW 41.14.100, an applicant for a position under Civil Service must be a United States citizen who can read and write and speak the English language fluently.

**UNION MEMBERSHIP:** Represented by Union Local 519.

**Class Code:**

### **ISP IV (Supervisor) Selection Process**

1. **Applicants complete application packet and submit the King County application form, data sheet, Self-Screening Questionnaire and the completed Supplemental Questions to the King County Human Resources Division by 4:30p.m. on the due date.**
2. **Application packets are screened for completeness and qualifications.**
3. **Supplemental Questions are evaluated and scored.**
4. **Applicants will be notified, in writing, of the status of their application within 4 to 6 weeks from the closing date.**
5. **Those who do well on Supplemental Question responses will be scheduled to take appropriate technical tests.**
6. **Competitive candidates are scheduled for the oral board interview.**
7. **The Supplemental Questions score, results of the technical tests and the Oral Board Interview score are combined to determine placement on the ISP IV Civil Service eligibility list.**
8. **The King County Sheriff's Office will select from the 3 top scoring candidates.**

## **INFORMATION SYSTEMS PROFESSIONAL IV**

### **Supplemental Questions**

Please use plain white 8 1/2" x 11" paper to respond to these questions. Put your name and the date on the top of each page you submit. Keep in mind that these questions will be evaluated for spelling, grammar, punctuation, organization and content.

1. Tell us about your supervising experience: where, when, how long, how many, job titles of those you supervised?

What aspects of supervising did you find most challenging?

What aspects did you enjoy the most?

2. What technologies and/or technical environments do you consider yourself to be an expert?

In that arena, describe a complex problem you've solved.

What process improvement analysis have you conducted?

3. The King County Sheriff's Office is very service oriented. Explain your experience in providing exceptional customer service.

Where, when, what kinds of issues were you expected to resolve?

4. Briefly outline for us how you meet the qualifications as listed on the job announcement.

NAME \_\_\_\_\_

DATE \_\_\_\_\_

## INFORMATION SYSTEMS PROFESSIONAL IV

### SELF SCREENING QUESTIONNAIRE

In order to apply for the Public Safety Department, you must answer the following employment conditions and background questions. Circle your answers in the table on this page. Please answer carefully. All answers will be verified in the course of the required background investigation and polygraph examination. **Dishonest answers will be grounds for rejecting your application.** If you have any concerns about a question, or have committed illegal actions (whether or not you were caught) other than very minor actions, such as stealing a pencil from your employer or a candy bar as a child, please call one of our background investigators **prior to submitting an application** to find out whether these actions will disqualify you:

Detective Steve Barrus (206) 296-4074 or Detective Jessica Belter (206) 205-0883.

1. Are you now a United States citizen?	YES	NO
2. Can you read, write and speak the English language so as to be easily understood?	YES	NO
3. Have you been convicted of a felony as an adult?	YES	NO
4. Have you bought, sold, possessed, transported or used marijuana within the last three years?	YES	NO
5. Have you bought, sold, possessed, transported or used any other controlled substance such as, cocaine, opiates, LSD, or other illegal non-prescription drugs within the last five years?	YES	NO
6. Have you ever committed any serious illegal acts (whether or not you were caught)? (This does <i>not</i> include crimes such as shoplifting a pack of gum as a juvenile.) <i>Note: Misdemeanors committed after the age of 18 will be screened on an individual basis.</i>	YES	NO
7. Do you have a record of frequent lateness or absence from work with current or past employers?	YES	NO

Signature: \_\_\_\_\_

Date: \_\_\_\_\_